

# CALFRESH APPLICATION WORKFLOW

## Step 1-

### **CalFresh Application Received - In Office (8am – 5pm)**

- All CalFresh applicants will be seen same-day if they are in the office by 3:30pm.
- CalFresh applicants who come in after 3:30pm will be triaged for EX.
  - Customers who are eligible to EX will be given a phone interview appointment, scheduled for the next day at 4:00 pm.
    - If the customer wants an in person appointment or if the customer does not have a phone, an in person appointment will be scheduled for the next day on the CF 29A at 9:00 am.
  - Customers ineligible to EX will be scheduled for a phone interview. Appointment will be scheduled 2 business days out from date of review, appointment time will be 4:00 pm. RA will give the customer a CF 29A as a reminder of their appointment.

### **CalFresh Application Received - On-line, Mail or Fax**

- Applications received through the C4Yourself Portal, mail or via fax will be triaged by the Registration Unit on the same day it is received.
  - If contact is made and the customer is available to complete the phone interview at that time, the customer will be transferred to the next available Intake ET.
    - First attempt will be to the ET, if no success – RA will contact the direct supervisor and then the BOD.
  - If contact is made, the customer is eligible to expedited services but unable to complete the interview at that time; the customer will be given:
    - A phone interview for the next day at 4:00pm.
    - If the customer prefers an in person interview, it will be scheduled for the next day at 9:00 am.
      - RA will verbally inform the customer of their scheduled interview and the delay in benefits should the customer be a no show. This information will be documented in the case journal.
  - If contact is made but the customer is ineligible to expedited services, schedule the customer for a phone interview for two days out at 4:00 pm.
    - RA will verbally inform the customer of their scheduled interview and the delay in benefits should the customer not be available.
  - If no contact can be made but the application is complete enough to make an EX determination, a voicemail will be left using the following script and clearly documented in the case journal:

*Hello, my name is **Anna Smith**. This call is for **Pat Jones**. I am calling in regards to your recent application submitted on March 24. You have been scheduled for an interview on March 25, 2017 at 9:00am at the following address: 5730 Packard Ave., Suite 100, Marysville, California. Please make sure you bring proof of your identity.*

*If you cannot make the scheduled appointment, please call back at your earliest convenience at **(530) 749-6776** to reschedule your interview appointment. Thank you.*

- If someone other than the applicant household answers the phone, the following can be relayed:

*Hello, my name is **Anna Smith**. This call is for **Pat Jones**. I am calling in regards to his/her recent application submitted on March 24. He/she has been scheduled for an interview on March 25, 2017 at 9:00am at the following address: 5730 Packard Ave., Suite 100, Marysville, California. Please make sure he/she brings proof of their identity.*

*If he/she cannot make the scheduled appointment, please have them call back at their earliest convenience at **(530) 749-6776** to reschedule their interview appointment. Thank you.*

- If contact is not made and application does not give sufficient information to make an expedited determination, the application will be considered regular processing and a phone appointment set-up for 2 days out.
- If the customer does not have a phone number and the application indicates expedited eligibility, a face-to-face appointment will be scheduled for the 3<sup>rd</sup> day of EX eligibility.
- If the customer does not have a phone number and the application does not give sufficient information to make an expedited determination, the application will be considered regular processing and a phone interview will be scheduled for 5 days out.

## **Step 2-**

### **CalFresh Application – Interview Completed**

- Expedited Processing
  - Issue benefits within 3 days from date of application
  - Pending verifications – CW 2200
    - Due Date: 30 days from date of application
  - Ensure that the information needed on the CW 2200 is also listed on the granting notice of action (NOA).

- Regular Processing
  - Pending verifications – CW 2200
    - Due Date: 10 days from date of interview

### **Step 3-**

#### **CalFresh Application – No Show for F2F or Phone Interview**

##### **NOMI Process**

Anytime a customer applies for CalFresh, the customer must complete an interview, whether in person or by phone. If the customer misses a scheduled appointment, a NOMI must be sent to the customer. The customer has until the 30<sup>th</sup> day from the date of application to complete an interview.

**Delay caused by the customer** - If the customer does not reschedule their interview until 20 days after their application date or cannot complete the interview until 20+ days later, the customer must be advised that all required verifications must be submitted by the 30<sup>th</sup> day from date of application.

If verifications are not received by the 30<sup>th</sup> day, application will be denied. The County will restore benefits after the 30<sup>th</sup> day if verifications are received before the 60<sup>th</sup> day from the date of application. It will be important that all of this information is clearly documented in the case journal.

- Send out Notice of Missed Interview (NOMI) on the date of the missed interview, but no later than the next business day
  - If interview has not been completed, the application cannot be denied until the 30<sup>th</sup> day
  - On the 30<sup>th</sup> day, deny the CF application using the DFA 377.1A in C-IV, check mark the first box indicating CF denied because “You missed your interview on \_\_\_\_.”

### **Step 4-**

#### **Verifications Due: (F2F or Phone Interview Completed)**

- All required verifications received by the due date
  - Process application and issue benefits
  - Contact customer about outcome
- Verifications not received
  - Contact customer
  - Deny application; include 60 day verbiage on possible restoration.